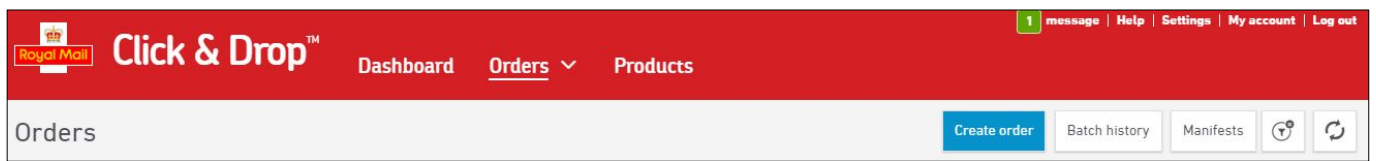




Creating orders manually
in Click & Drop

How to create orders manually in Click & Drop

Within Click & Drop, click on 'Orders' and then click on 'Create order'.



In the 'Create order' screen that appears, enter the relevant details including your customer's address details. Scroll down the screen to enter the full details. You can change the 'Currency' of the order by using the drop down menu.

A screenshot of the 'Create order' form. The form is titled 'Create order' in a red header. It contains several input fields: 'Title', 'First name *', 'Last name *', 'Email address', 'Currency' (a dropdown menu currently showing 'British Pound'), and 'Order value (£)'. To the right of these fields is a section for 'Address' which includes a search bar 'Search for an address book entry or a UK address ?' and a text input 'Type an address reference or part of an address...'. Below this is an 'Address reference ?' field and an 'Address' section with fields for 'Company', 'Address line 1 *', 'Address line 2', 'Address line 3', 'City *', 'County', and 'Postcode *'. At the bottom of the form are three buttons: 'Add products', 'Create order', and 'Create order and apply postage', along with a 'Cancel' button.

If you have set up 'Products', you can click on 'Add products'. To find more information on 'Products' and how to create a manual order using 'Products' visit our [Click & Drop Support Hub](#).

Alternatively, you can click on 'Create order' to create the order now. To apply postage and create a label, you'll need to revisit the order later.

Otherwise, you can click on 'Create order and apply postage' to create your order, complete the postage options and create a label now.

In this example, we will click on 'Create order and apply postage'.

Next, you will need to enter the item weight – the default unit of weight is grams, you can choose to change it to kilograms if you prefer.

Orders

Create orderBatch historyManifests


This order is going to United Kingdom - Excluding Channel Islands (EC4Y 0HQ London). [Change region](#)

Step 1. Enter the package weight and choose the correct package size


Package weight

grams kilograms


Package size

 Letter

Max weight: 100g
Max length: 24cm
Max width: 16.5cm
Max depth: 0.5cm

 Large letter

Max weight: 750g
Max length: 35.3cm
Max width: 25cm
Max depth: 2.5cm

 Parcel

Max weight: 20kg
Max length: 61cm
Max width: 46cm
Max depth: 46cm

Once you have entered the item weight, the formats that are available for that weight range will be made visible to you.


This order is going to United Kingdom - Excluding Channel Islands (EC4Y 0HQ London). [Change region](#)

Step 1. Enter the package weight and choose the correct package size


Package weight

grams kilograms


Package size

 Letter

Max weight: 100g
Max length: 24cm
Max width: 16.5cm
Max depth: 0.5cm





 Large letter

Max weight: 750g
Max length: 35.3cm
Max width: 25cm
Max depth: 2.5cm

 Parcel

Max weight: 20kg
Max length: 61cm
Max width: 46cm
Max depth: 46cm

Now scroll down to step 2 to choose the appropriate Royal Mail Service. In this example, the International Business Parcel Tracked has been selected.

Select	Provider	Service	Service code	Delivery speed ?	Compensation	Feature
<input type="checkbox"/>		International Business Parcel Zone Sort Priority See details	IE1	All	N/A	
<input type="checkbox"/>		International Business Parcel Zone Sort Economy See details	IE3		N/A	
<input checked="" type="checkbox"/>		International Business Parcel Tracked See details	MP1		Up to £50	Tracked
<input type="checkbox"/>		International Business Parcel Tracked Extra Compensation See details	MP4		Up to £250	Tracked

Scroll down the page to step 3 and, if relevant, choose your service-specific options. In this example, because we have chosen a 'Tracked' service, the 'Obtain a signature upon delivery' has been automatically assigned as delivery confirmation via a signature is part of that service.

Step 3. Choose service-specific options

☒ Obtain a signature upon delivery [?](#)
☐ Provide SMS notification to the recipient [?](#)
☐ Provide email notification to the recipient [?](#)

In step 4, you'll be asked to confirm the item doesn't contain any prohibited items. Here have the option to:

Save the service as a favourite,

'Apply' which will apply postage, allowing you to print labels later, 'Generate label' which will apply postage and generate the label for this item now.

Step 4. Confirm and submit

☒ I confirm that I am not sending anything which is prohibited or restricted in the UK or overseas
Please read about our [prohibited](#) and [restricted](#) goods.

Please read our [Terms & Conditions](#) before continuing

☒ Save this service to your favourites

In this example, we have chosen to 'Save this service to your favourites' and 'Generate label'.

The screen will refresh and take you back to the 'Orders' page where you'll see that the 'Status' of your order has updated to show 'Label generated'.

A confirmation message will appear to let you know that the postage has been applied successfully and the postage label will also have been generated.

Click & Drop™

1 message | [Help](#) | [Settings](#) | [My account](#) | [Log out](#)

[Dashboard](#)
[Orders](#)
[Products](#)
[Listings](#)

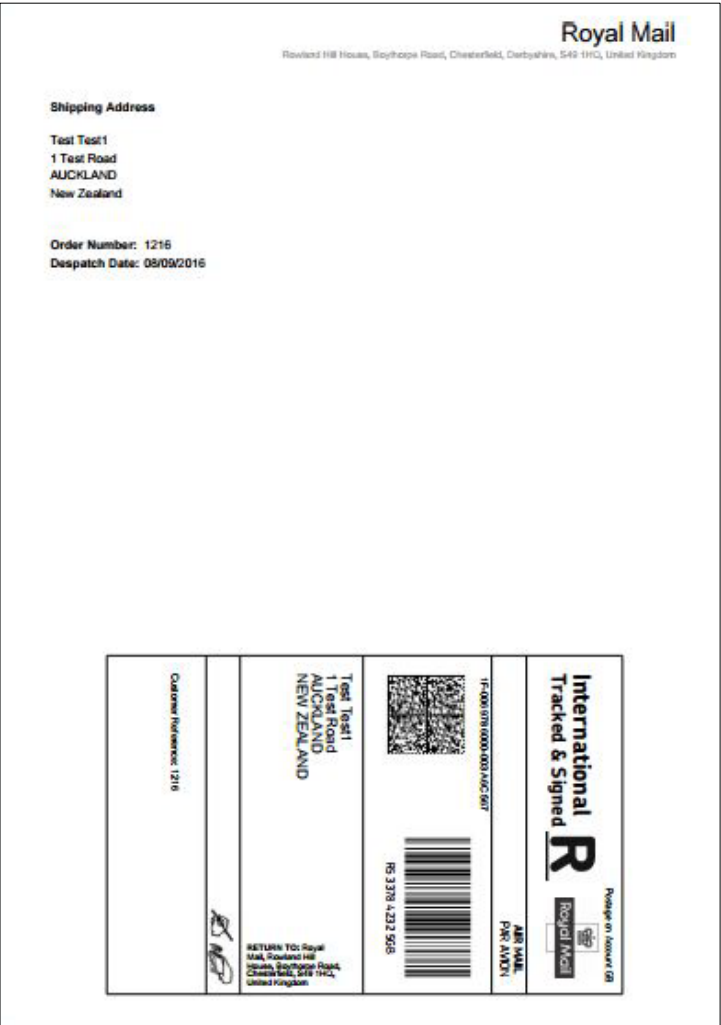
[Create order](#)
[Batch history](#)
[Manifests](#)

Order number	Channel	Channel reference	Date	Despatch date	Batch number	Product details	Customer	Email	Postcode	Country	Total	Weight	Shipping service	Service code	Status
1216			08/09/2016 11:55		B1028		Test Test1	test@test.coi		New Zealand	\$16.00	250g	International Business Parcel Tracked & Signed Country	MTE	Label generated
1215			07/09/2016 18:07				Tester Tester	test@test.coi	S49 1HQ	United Kingdom	€7.00				New
1214			07/09/2016 17:23				Test Tester	test@test.coi	123456	New Zealand	\$0.00				New

Postage applied successfully

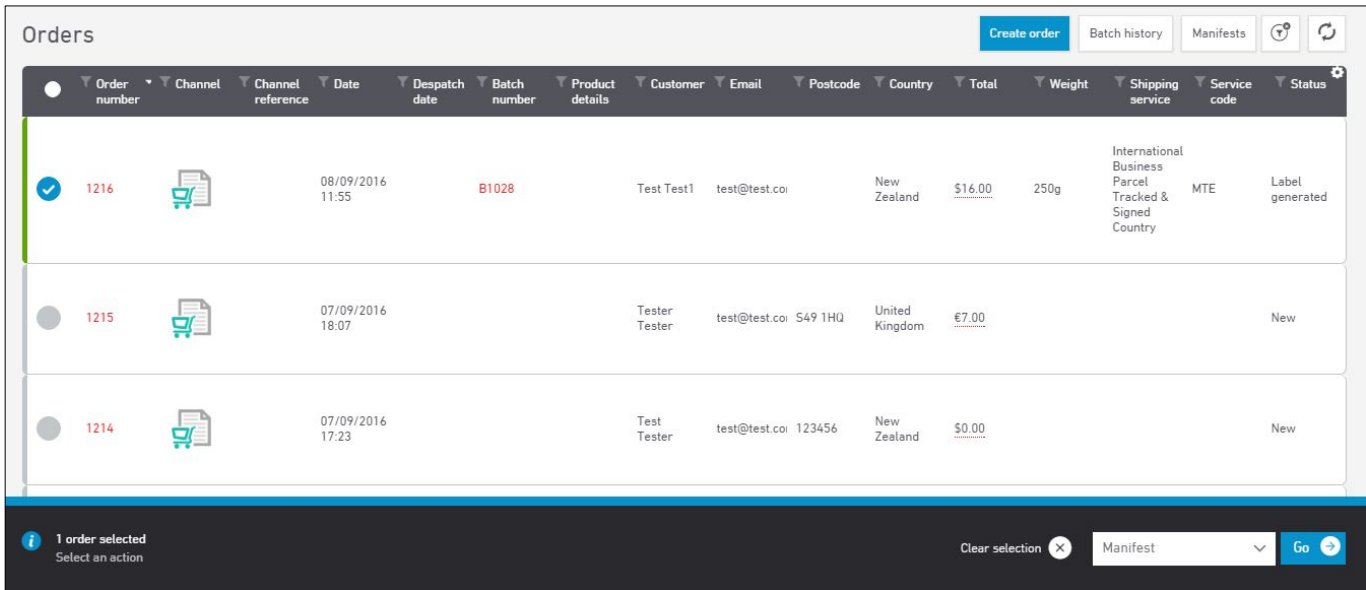
order-1216-label.pdf
[Show all downloads...](#)

The label template used in this example is the integrated pick and pack note and label.



Once you have finished your orders for the day and printed all your labels, you can now complete the end of day process by producing your 'Manifest'.

To do this, select the order(s) that you are posting.




You will then see the option to 'Manifest' at the bottom of the screen. Click on 'Go'.

Then click on 'Manifest batch' to download the manifest.

Orders / Batch history
Manifests

Batch number	Status	Manifest number	Generation date	# Orders	Generated by	Labels and documents	Available actions
B1028	Label generated		08/09/2016 12:03	1	Test Test1	Print	Manifest batch

Print the manifest and hand it over with your mail.

Sales Order Summary Royal Mail Order Number: 5049687418															
<table> <tr> <th>Customer</th> <th>Collection Date</th> </tr> <tr> <td>Royal Mail</td> <td>08/09/2016</td> </tr> <tr> <td>Rowland Hill House</td> <td>Series 1</td> </tr> <tr> <td>Boythorpe Road</td> <td></td> </tr> <tr> <td>Chesterfield</td> <td></td> </tr> <tr> <td>S49 1HQ</td> <td></td> </tr> </table>		Customer	Collection Date	Royal Mail	08/09/2016	Rowland Hill House	Series 1	Boythorpe Road		Chesterfield		S49 1HQ		Page 1 of 2	
Customer	Collection Date														
Royal Mail	08/09/2016														
Rowland Hill House	Series 1														
Boythorpe Road															
Chesterfield															
S49 1HQ															
MAIL CENTRE ITEMS DOMESTIC SERVICES															
Account Number	Service	No. of Items													
MAIL CENTRE ITEMS INTERNATIONAL SERVICES															
Account Number	Service	No. of Items													
69786000	MTE01 - INTL BUS PARCELS TRACKED & SIGNED CTRY	1													
ITEM SUMMARY															
Accepting Officer is to sign below to confirm receipt of the items summarised below															
Number of Bags															
Number of Pouches															
Collection Date															
Accepting Officer's Signature															
Collection Time															
Tracking Ranges continue overleaf															